



**Sumiko Furusawa**  
 Cart Division  
 Cart Management Section



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**Narita Airport Business Co.,LTD Work Report**

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**Full-time professional employee**

“Interviewed Sumiko Furusawa “ 

**What I try to keep in mind when working**

Communication. I am happy if we can build a good relationship and you feel free to call on us for anything.

**What I want to challenge**

★scuba diving★

It has been more than 10 years since I have obtained my license in 2007-2008 This year I will go back to the basics and challenge myself from the nearby sea.

**How to spend holidays and after work**

After work, I am busy with housework and looking after my dog, but I enjoy drinking. On my days off, I attend hula dance classes and do gardening.



**Message from Department Manager (Fukabori-san)**

Ms. Furusawa is always cheerful and energetic. She is really fast at getting work done and can be trusted to do her job with confidence. She actively communicates with the cart staff and is sometimes consulted by them, She said that she likes drinking every evening, but please be careful not to drink too much!

**Enthusiasm as a full-time professional employee**

It has been almost a year since I have assigned to the Cart Section.

I have received full support of all the employees, including the MGRs in the Operations Section, as well as everyone in the Administration Section.

In July, I was appointed as a full-time professional employee and I will do my best to be of even more help to the Cart Section.

**Job responsibilities**

My main duties are data entry and filing. I work with our employees in a conscious effort to ensure that they work efficiently. Other responsibilities include enquiring about job vacancies and organizing job briefings and interviews. I am also responsible for disseminating communications from head office to field offices.

**What has been your best experience or experiences?**

I started my career working in the General Affairs Department and no idea what exactly cart division does. Last year, I accompanied the collection staff on site for training and to conduct a survey of their proficiency, and through actually being involved in transporting the carts, I learnt that the carts are collected with the utmost care and the importance of CS manners, such as how to treat customers, use good language and gestures. As the cart division is the largest in our company, it was also good to be in contact with employees.